

FSA Program Metric - June 2003

This Report will display the number of Help Desk calls, emails, and voicemails per FSA program that come into FMS for the month.

FSA / ED Program	Total Issues Opened for June	Total Issues Closed for June	Issues Remaining Open
CBS	0	0	0
CMDM	2	2	0
COD	0	0	0
DLC	1	1	0
DLO	0	0	0
DLS	2	2	0
ED Budget	1	1	0
ED CFO	0	0	0
FFEL DCS	0	0	0
FFEL GA/VFA	8	8	0
FMS	49	46	3
Forms 2000	1	1	0
FP Datamart	0	0	0
FSA CFO	6	6	0
FSA Rep/Bdgt	0	0	0
FSA/ED Treas	12	12	0
LaRS/LAP	158	158	0
LEAP/SLEAP	18	12	6
Other	1	1	0
PELL	0	0	0
TOTAL	259	250	9